

DEPARTMENT OF SOCIAL SERVICES

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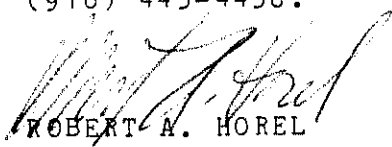
December 23, 1986

ALL COUNTY INFORMATION NOTICE No. 1-117-86 *See Publications - AFDC*
TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: WORK PRODUCTS OF THREE CORRECTIVE ACTION WORKSHOPS

From recent corrective action workshops held in Ventura County (Southern Counties), Shasta County (Northern Counties) and San Diego County (San Diego County), a number of work products were generated that address corrective action in both the AFDC and Food Stamp Programs. These products are now available to counties through the Corrective Action Clearinghouse.

A brief description of each of the products is attached. Please look at the materials available with an eye toward your county's corrective action needs and request those which are of interest. For more information or to request copies of any of the products, please contact your Corrective Action Bureau consultant at (916) 445-4458.


ROBERT A. HOREL
Deputy Director

Attachments

cc: CWDA

NORTHERN COUNTIES
CORRECTIVE ACTION WORKSHOP
SEPTEMBER 26, OCTOBER 10, & OCTOBER 17, 1986

WORK PRODUCTS:

AN INDIVIDUAL TRAINING RECORD (2 pages)

This product is a training tool which is primarily used by the supervisor to document the specific training each ongoing EW receives. Individual training records with accompanying expectation of regular review can help to focus a supervisor's efforts on the training needs of their experienced workers.

INFORMATION NETWORK NORTHERN REGION (16 pages)

This product proposes to establish a directory of experienced persons willing to share their area of expertise. The benefits of establishing this directory include cost savings resulting from the elimination of the duplication of effort, and enhancement of corrective action activities.

EFFECTIVE CASELOAD MANAGEMENT - LEARNING TO BE A JUGGLER (82 pages)

This product is a sample of tools and techniques to be used by managers and supervisors who want to teach new eligibility workers how to manage ("juggle") their caseload or provide assistance to workers having problems by the use of positive success tips.

SIDE-BY-SIDE COMPARISON OF FOOD STAMPS AND AFDC (9 pages)

This side-by-side comparison of the programs has been incorporated into a desk guide to be used as a quick reference to identify program differences. Eligibility workers and supervisors can use this guide to reduce confusion, avoid errors, save time, and assist in training.

BRIGHT IDEAS ON GLOOM BUSTING (82 pages)

This is a booklet to be used as a working guide of ideas to improve morale among all levels of staff. The ideas contained in this booklet run the gamut from quick, fun activities to do in a staff meeting to long range and continuing activities to be used to combat employee stress burnout.

SOUTHERN COUNTIES
FOOD STAMP CORRECTIVE ACTION WORKSHOP
SEPTEMBER 12, SEPTEMBER 26, AND OCTOBER 3, 1986

WORK PRODUCTS:

EMPLOYEE SUGGESTION AWARD (12 pages)

This product provides a procedure and guidelines for developing a county suggestion and award program specifically for a county welfare department office. It also includes the development of a selection committee and types of awards. This product is intended to be used by management staff to encourage line staff to participate in corrective action.

SUPERVISOR'S KEY TO EFFECTIVE CASELOAD MANAGEMENT (39 pages)

This is a pamphlet in outline form listing key guideline instructions to eligibility supervisors to ensure that eligibility workers are prepared to effectively handle a caseload. Included are instructions on how to help new EWs gear-up to start to handle caseloads and tips for staying on top of caseloads.

"HOW TO" TRAINING GUIDE (58 pages)

This is a training guide for non-trainers, particularly unit supervisors. Includes formats for outlining of what training to be developed, needs to cover, a notetaking guide, and supervisor's worksheets for developing training. Also included are guidelines on identifying errors and potential areas on which training is needed through use of quality circles approach.

CA-7 FOCUSED SUPERVISORY REVIEW (7 pages)

This product is intended for supervisory staff use and should help eliminate errors caused by failure to act on CA-7 reported changes. Included is a CA-7 focused supervisory review worksheet with procedures.

"SILVERSTREAK" THE IMPORTANCE OF FOOD STAMP WORKERS (43 pages)

This work product describes a campaign aimed at emphasizing the importance and value of Food Stamp workers. Included are suggestions for making use of posters, buttons, video pep talks by the Directors, newsletters and assertiveness training.

SAN DIEGO COUNTY
CORRECTIVE ACTION WORKSHOP
OCTOBER 8, 22, AND NOVEMBER 5, 1986

WORK PRODUCTS:

RECOGNIZE AND REWARD QUALITY WORKERS (6 pages)

This work product is a set of recommendations covering 3 areas: employee recognition, upward mobility, and administrative support. This product is intended for use by all eligibility staff as a guide for implementation by the Administration.

"THE ICEBOX" - A DESK REFERENCE GUIDE (8 pages)

This product is a proposal to create a 4 x 6 card file consisting of three sections: 1) cards containing common case changes, 2) a manual tickler system, and 3) district-optional reference material. This file can be used to check when changes are reported, record and file follow-up actions on a flow basis, and have an easy, desk top reference guide available at your fingertips.

CASELOAD MANAGEMENT GUIDE (33 pages)

This is a caseload management guide which can be used by new Eligibility Technicians (ETs) to begin efficient caseload management. It can also be used by supervisors as a tool in helping ETs with caseload management. It includes sections on desk organization, case filing, and caseload controls.

POSTERS, STUFFER NOTICES, AND RECIPIENT FORMS REVISION (9 pages)

This product contains suggestions for development of posters to be used in the welfare department lobby areas, stuffer notices that remind recipients of their reporting responsibilities, and a revision to a notice of action form which explains problem areas.

HOW TO DEVELOP ON-GOING TRAINING FOR NEW ELIGIBILITY TECHNICIANS (41 pages)

This work product recommends development of in-district training modules to assist new eligibility technicians with procedures and regulations. It also contains a recommendation for the funding of a District Training Specialist in each District Office.